

## CFI/FCG OMB CLEARANCE SURVEY MAP

**Survey:** PBGC Retirees 2019  
**IA#:** 20253 A4  
**Date:** 5/24/2019

**SURVEY TYPE:** Relationship (Tab 4)

Survey Q#	Type#	Type Topic
INTRO1	Custom	Screeners
INTRO2	Custom	Screeners
Q1	Custom	Screeners
Q2	Custom	Demographics
Q3	2	Customer Service
Q4	2	Customer Service
Q5	2	Customer Service
Q6	2	Customer Service
Q7	2	Customer Service
Q8	5	Product/Information/Service Provided
Q9	5	Product/Information/Service Provided
Q10	5	Product/Information/Service Provided
Q11	5	Product/Information/Service Provided
Q12	4	Communications
Q13	4	Communications
Q14	4	Communications
Q15	4	Communications
Q16	3	Website
Q17	3	Website
Q19	5	Product/Information/Service Provided
Q20	5	Product/Information/Service Provided
Q21	5	Product/Information/Service Provided
Q22	5	Product/Information/Service Provided
Q23	1	Application Process
Q24	1	Application Process
Q25	1	Application Process
Q26	1	Application Process
Q27	1	Application Process
Q28	1	Application Process
Q29	1	Application Process
Q30	1	Application Process
Q31	7	Satisfaction (ACSI Index)
Q32	7	Satisfaction (ACSI Index)
Q33	7	Satisfaction (ACSI Index)
Q34	5	Product/Information/Service Provided
Q35	5	Product/Information/Service Provided
Q36	6	Complaint Handling
Q37	6	Complaint Handling
Q38	6	Complaint Handling
Q39	8	Future Behaviors
Q41	Custom	Respondent Background/Experience
Q42	Custom	Respondent Background/Experience